

Consumer Satisfaction Summary

Apr-10

Scoring Key:

Q1 = Registry staff was prompt, reliable and friendly

1 - 1.9 = Strongly Disagree

Q2 = Received a list of IP's within 48 hours

2 - 2.9 = Disagree

Q3 = Referral list was up-to-date and correct

3 - 3.9 = Neutral

Q4 = I was able to hire from the Registry*

4 - 4.9 = Agree

Q5 = My overall experience was good and I would use again.

5 = Strongly Agree

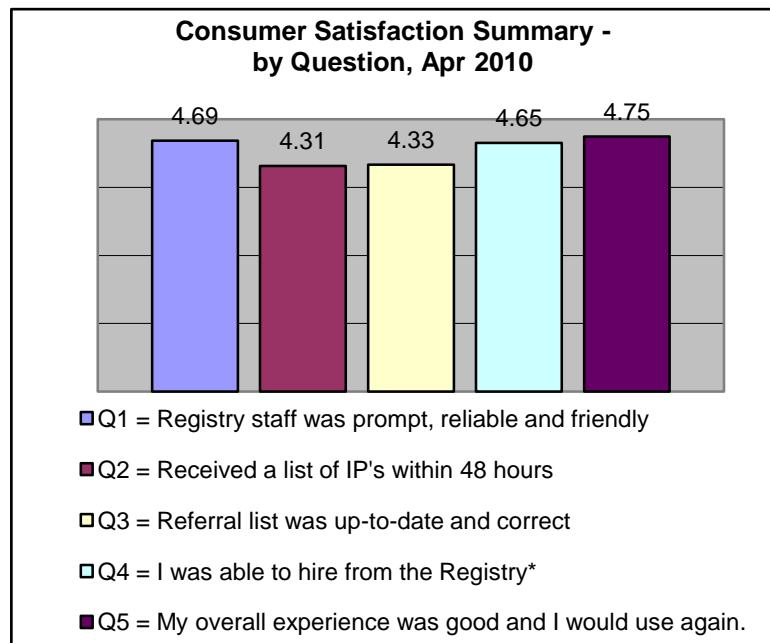
Follow-up call = I received a follow-up call from the Registry Coordinator

Average score per question by site							Avg Scr by	total pnts	return rate		points by
Site	Q1	Q2	Q3	Q4*	Q5	Site	Svc Area	all qustns	#sent	#ret	#return'd
EC	4.50	4.50	4.50	5.00	4.50	EC	4.60	46.00	6	2	9.20
NW	4.40	4.20	4.20	4.20	5.00	NW	4.40	110.00	10	5	22.00
Oly	5.00	4.00	4.00	5.00	5.00	Oly	4.60	46.00	7	2	9.20
Pac	5.00	5.00	5.00	5.00	5.00	Pac	5.00	50.00	10	2	10.00
Prc	4.75	4.25	4.50	5.00	5.00	Prc	4.70	94.00	14	4	18.80
Sno	4.50	4.50	4.50	5.00	4.50	Sno	4.60	46.00	9	2	9.20
SS	4.75	4.25	4.25	4.00	5.00	SS	4.45	89.00	17	4	17.80
SE	5.00	5.00	5.00	5.00	5.00	SE	5.00	25.00	15	1	5.00
SW	4.80	4.60	4.20	n/a	4.80	SW	3.68	113.00	12	5	18.40
Spo	4.17	2.83	3.17	3.67	3.67	Spo	3.50	105.00	20	6	21.00
Scr Avg	4.69	4.31	4.33	4.65	4.75		4.45	724.00	120	33	140.60
% Overall Return Rate			27.50% *Q4- see detail below								

	follow-up call		
	Yes	No	n/a
EC	100%	0%	0%
NW	80%	20%	0%
Oly	50%	50%	0%
Pac	100%	0%	0%
Prc	75%	0%	25%
Sno	50%	50%	0%
SS	25%	50%	25%
SE	100%	0%	0%
SW	40%	60%	0%
Spo	67%	33%	0%
	69%	26%	5%

	*Q4 detail - hired IP		
	Yes	No	n/a
EC	100%	0%	0%
NW	80%	20%	0%
Oly	100%	0%	0%
Pac	100%	0%	0%
Prc	100%	0%	0%
Sno	100%	0%	0%
SS	75%	25%	0%
SE	100%	0%	0%
SW	80%	20%	0%
Spo	67%	33%	0%
	90%	10%	0%

Total points all answered questions	724
Div'd by total no. of questions answered	165
equals	4.39
Overall Satisfaction score	87.76%



JLARC: Satisfaction Rate by consumer answers = 4 or 5

number of answers to questions with scores of 4 or higher =	138
divided by total number of questions answered =	83.64%



Site	No. qustns	Total poss. pnts	return rt	wt'd score
	answered	based on # of qustn's ans'rd		
EC	10	50.00	33%	92.0%
NW	25	125.00	50%	88.0%
Oly	10	50.00	29%	92.0%
Pac	10	50.00	20%	100.0%
Prc	20	100.00	29%	94.0%
Sno	10	50.00	22%	92.0%
SS	20	100.00	24%	89.0%
SE	5	25.00	7%	100.0%
SW	25	125.00	42%	73.6%
Spo	30	150.00	30%	70.0%
	165	825.00	27.50%	89.06%
		cross check		
		724	Total pts all qstn's/sites	
		825	Div'd by total posb'l pts.	
		87.76%	x check wt'd avg.	

